FAQs for Titan Retirement

Contact: NIH IT Service Desk (http://itservicedesk.nih.gov), 301-496-HELP, 866-319-4357 (toll free), 301-496-8294 (TTY)

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1.   Why are Titan and the Mainframe retiring?

Due to trends in industry of using more modern and cost-effective technology for computing needs, NIH/CIT mainframe services have experienced a significant decline in usage. Recently, some of our largest customers have transitioned off of the NIH mainframe. As additional customers continue moving to more modern technology, the service becomes increasingly expensive for NIH/CIT to operate. CIT staff will work with you to identify alternative computing resources to meet your needs.

2.   What is the general timeframe?

 NIH will be retiring its mainframe computing services, including the Titan legacy and zLinux platforms by 2016. Titan users must delete or migrate ALL of their applications and data by March 31, 2016.

3.   What will happen if I don't do anything?

If you do not take steps to delete your data or store it elsewhere, your applications and data will disappear when NIH/CIT shuts down the mainframe system. However, we urge customers to be proactive and work with our staff to account for their data and relocate applications to other service platforms.

If you do nothing, you will continue to be billed for any stored data on Titan until CIT shuts down the entire system, at which time all of your applications and data will be lost.

4.   What options does my IC have?

Your IC has three basic options, as explained in the *Titan News* article of August 19, 2015:

- Require users to delete the data and/or applications they have stored on the mainframe;
- Migrate their resources to another provider that offers a similar mainframe platform;
- Reengineer their application(s) to run on another platform.

5.   I haven't logged in to Titan for years. How can I find out if I still have a Titan userid?

Your account sponsor should be notifying you if you have a Titan userid. If you do not know the identity of your account sponsor, contact the NIH IT Service Desk or see below for the account sponsor self-service option.

Self-Service Solution for Finding your Userids

The Customer Locator website provides account and directory information for anyone with a Titan userid. If you don't know if you have a Titan userid, use the Customer Locator with your NIH Login.

To access the Customer Locator:

- Go to the Customer Locator that uses the NIH Login (http://silk.nih.gov/locator).

                    or

- Go to the Customer Locator that uses the Titan userid (http://silk.nih.gov/locatorn).

Enter your first and last names in the boxes provided and click Display. You may be prompted for a login.

You will then see all Titan userids associated with your name.

6.   I have never used Titan, but I may have "inherited" a userid from a former employee. How can I find out if I still have Titan resources?

First, find all userids that are associated with your name, using the web-based Customer Locator [see FAQ 5].

Once you identify all your Titan userids, you can search for stored data using the Web Sponsor Storage Management Tool (listed as **Storage Mgmt Tool**) to list data sets, for each of your Titan userids, stored on disk or tape [see FAQ 8].

7.   I don't know who my account sponsor is. How can I find out?

Contact the NIH IT Service Desk, or learn the names of the account sponsors and alternates for your IC through Customer Locator.

- Go to the Customer Locator that uses the NIH Login (http://silk.nih.gov/locator).

  or

  Go to the Customer Locator that uses the Titan userid (http://silk.nih.gov/locatorn).

- Select your IC from the drop-down box.
- Click on Display.

You will see a list of account sponsors for your IC. See if your manager or a co-worker is on the list.

If you know your CIT account name (three or four alphanumeric characters), you can use Customer Locator to learn the name of the account sponsor for your account. From the Customer Locator homepage:

- Next to "Information for Account," enter your account name.
- Click on Display.

8. Once I learn my Userid(s) and password, how can I find out if I own data sets?

All users (not just account officials) with a Titan userid can use an online tool, Web Sponsor, to display a list of their mainframe data sets (on disk or tape), review when they were last accessed, view the contents (for some disk data sets), and delete those that are no longer needed. To use Web Sponsor's new features, you must satisfy one of the following:

- have proper Titan permissions to the data sets or tapes

or

- be an account sponsor for the owner of the data sets or tapes

Access Web Sponsor through either:

- [Web Sponsor via a Titan userid and password](http://websponsor.cit.nih.gov) (http://websponsor.cit.nih.gov)

or

- [Web Sponsor via NIH Login](http://websponsor.cit.nih.gov/nihlogin) (http://websponsor.cit.nih.gov/nihlogin).

To review data sets, select the **Storage Mgmt Tool** (under Display)

At the next screen, choose from the following options:

- Display a Userid's Data Set Names and Allow for Deletion [see FAQ 8].
- Display a Userid's Tape Volumes and Allow for Deletion [see FAQ 12].
- Old South Migrated Data Set Processing [see FAQ 11].

For more information on how to use this tool, see the *Titan News* article *Review and Manage Your Mainframe Storage via Web Sponsor* and the associated *Technical Notes*.

9.   What is the simplest way to delete disk data sets?

If you plan to delete all or almost all of the data sets belonging to a userid, use the Web Sponsor Storage Management Tool described above [see FAQ 8]. **PLEASE NOTE: The default option when using this tool is to DELETE all data sets.**

Access Web Sponsor's **Storage Mgmt Tool** (under Display) and select:

- Display a Userid's Data Set Names and Allow for Deletion

See the *Titan News* article *Review and Manage Your Mainframe Storage via Web Sponsor* (http://datacenter.cit.nih.gov/titannews/Web_Sponsor_storage_management_tool-3feb15.html) and the associated *Technical Notes* for details.

If you are a more experienced mainframe user and you only wish to delete a few data sets at first, you can use TSO, ISPF, or WS_FTP Pro. Visit the Titan Help wiki at http://titanhelp.cit.nih.gov/ (a Titan userid and password are required) and search for "deleting a data set" for information on the various ways to delete data sets.

10.   What if I accidently delete a disk data set that I still need for a while?

Contact the NIH IT Service Desk (http://itservicedesk.nih.gov), 301-496-HELP, 866-319-4357 (toll free), 301-496-8294 (TTY).

11.   What are old "South" migrated data sets and how would I delete them?

These are data sets that were migrated by NIH-developed software prior to April 18, 1994, beginning with the userid format aaaaiii. To view and/or delete them, use the Web Sponsor Storage Management Tool described above [see FAQ 8 for more about the tool].

Access Web Sponsor through either:

- Web Sponsor via a Titan userid and password (http://websponsor.cit.nih.gov)

or

- Web Sponsor via NIH Login (http://websponsor.cit.nih.gov/nihlogin).

Select the **Storage Mgmt Tool** (under Display) and select:

- Old South Migrated Data Set Processing

You will be able to display, retrieve, rename, or delete data sets in the old migration system. This option displays the date last used for disk data sets using the format *yyddd*. We recommend that you delete these data sets.

Please note that the changes are performed through batch jobs and therefore may take several minutes to process.

12. What is the simplest way to release tape volumes?

Use the Web Sponsor Storage Management Tool.

Go to:

- [Web Sponsor via a Titan userid and password](http://websponsor.cit.nih.gov) (http://websponsor.cit.nih.gov)

or

- [Web Sponsor via NIH Login](http://websponsor.cit.nih.gov/nihlogin) (http://websponsor.cit.nih.gov/nihlogin).

Select the **Storage Mgmt Tool** (under Display) and then choose:

- Display a Userid's Tape Volumes and Allow for Deletion

For more information on how to use this tool, see the *Titan News* article *[Review and Manage Your Mainframe Storage via Web Sponsor](http://datacenter.cit.nih.gov/titannews/Web_Sponsor_storage_management_tool-3feb15.html)* (http://datacenter.cit.nih.gov/titannews/Web_Sponsor_storage_management_tool-3feb15.html) and the associated *[Technical Notes](#)*.

13. What if I don't know my Titan password?

If you have an NIH Login user name and password, you can usually reset your Titan password through [Password Reset](http://silk.nih.gov/passwordset) (http://silk.nih.gov/passwordset). Otherwise, contact your account sponsor or the [NIH IT Service Desk](#).

14. Where can I see the monthly bills for my account or userid?

If you are an account sponsor or billing coordinator for your organization, you can view your monthly bills through Web Sponsor.

Go to:

- [Web Sponsor via a Titan userid and password](http://websponsor.cit.nih.gov) (http://websponsor.cit.nih.gov)

  or

- Web Sponsor via NIH Login (http://websponsor.cit.nih.gov/nihlogin).

and select **CIT Billing Reports**.

15. I have a Titan application that must be moved to another mainframe service provider. Can CIT help?

CIT is investigating other federal mainframe providers who can offer you a z/OS and/or Linux platform. An intake form will be required to capture your requirements, including the approximate size of your applications and your file storage (disk and tape) and interactive needs.

Please contact the NIH IT Service Desk and they will put you in touch with a mainframe consultant.

16. I would like to re-engineer an application currently stored on the mainframe to run on another CIT platform, such as Unix, Linux, or Windows, can CIT help?

CIT support may be limited. Contact the NIH IT Service Desk with a general description of your requirements.

17. How can I simply transfer mainframe files to my desktop computer?

There are a number of ways to transfer files to a desktop computer. You can download the free WS_FTP Pro for Windows. Visit http://silk.nih.gov and select NIH Connectivity Tools. You can also use the Secure File Transfer facility at https://silk.nih.gov/dbtek/sslft. You will need your Titan userid and password associated with the files.

Mac users can install Parallels Desktop to emulate a Windows platform and then download WS_FTP Pro.

For more information about moving data and/or applications off the mainframe, refer to the *Titan News* article *Moving Data off the Titan Mainframe* (http://datacenter.cit.nih.gov/titannews/moving_data_off_titan-29jun15.html) and the associated *Technical Notes* (http://datacenter.cit.nih.gov/titannews/Moving_data_off_Titan-TechnicalNotes.2015.html), June 29, 2015.

There is additional information on file transfer in the *Titan User's Guide*, available from http://publications.cit.nih.gov/category.asp?category=USGD.

18. Can CIT delete my data sets, userids, and accounts?

By using the Web Sponsor Storage Management Tool [see FAQ 8], you can see when the data set was last used (read or changed) and then delete the dataset yourself.

If you prefer to have CIT delete some or all of your data on Titan, an authorized official must fill out and submit a Mainframe Data Deletion Request (http://silk.nih.gov/silk/titanretire/delete), available from the Titan Retirement website (http://silk.nih.gov/silk/titanretire/). Please read the instructions carefully. Be aware that CIT will not review your data before deleting it in response to your request. Attach the signed Deletion form to a NIH IT Service Desk (http://itservicedesk.nih.gov/support/) request.

19. If I delete a Titan data set, will a backup remain? For how long?

Disk – CIT retains backups for most disk data sets for six weeks after deletion. You can restore disk data sets that have been deleted within this timeframe. Please note that CIT does not back up private user volumes (ESC*).

Refer to the *Titan Batch Processing* manual (http://publications.cit.nih.gov/category.asp?category=I007) for more information.

Tape – When you delete a data set stored on tape, it becomes immediately available for other batch jobs requiring tape. The deleted data set cannot be restored.

Refer to the *Titan Batch Processing* manual (http://publications.cit.nih.gov/category.asp?category=I007) for information about tapes.

20. What about my applications that run on the zLinux platform?

The zLinux system and applications such as WordPress will also retire, since the zLinux system runs on the same hardware as the legacy z/OS-based system. Please see the Additional FAQs for zLinux.

21. I really need to talk with a technical consultant, how can I make that request?

Contact the NIH IT Service Desk (http://itservicedesk.nih.gov), 301-496-HELP, 866-319-4357 (toll free), 301-496-8294 (TTY).

22.   Are the other CIT hosting services, such as zLinux, Windows, Unix, Linux going away?

Since the zLinux platform runs on the same hardware as the legacy mainframe, it too will retire. Please see the Additional FAQs for zLinux. However, CIT will continue to support application hosting on the Windows, Unix, and Linux environments.

23.   I have been identified as an account sponsor and I am not sure how to proceed. What are the steps I should take to begin?

Contact the NIH IT Service Desk to find out your Titan userid(s) and learn which account(s) fall under your responsibility.   If you haven't used the mainframe for a while, you may have to have your password reset [see FAQ 13].

Once you know your userid and password, you can use Web Sponsor to learn which userids and staff are under your account(s).

Access Web Sponsor through either:

- Web Sponsor via a Titan userid and password (http://websponsor.cit.nih.gov)

  or

- Web Sponsor via NIH Login (http://websponsor.cit.nih.gov/nihlogin).

In Web Sponsor, go to the Accounts area and select Customer Information (under Display). On the Display Customer Information screen, enter your account name in the first box and hit enter. You will then see who is under your account, along with their Titan userids and contact information.

Next, we urge you to engage the appropriate staff within your IC to determine how you want to proceed with your data and applications (delete, relocate, or redevelop). Your staff can use the Web Sponsor Storage Management Tool [see FAQ 8] to review and delete their data sets stored on disk or tape.

Of course, the Mainframe Team will provide support and assistance to answer your technology questions, including help with Web Sponsor.

24.   How can I delete my customized SILK server?

You may have set up a customized SILK (Secure Internet LinKed) web server at one time or you may have "inherited" a server when you were assigned another person's Titan userid.

Please review and assess the SILK servers that you own, and delete those that are no longer required or migrate them to alternative hosting platforms.

Steps for deletion

To see a list of all your SILK customized servers and manage them online, go to the SILK Customized Server page (http://silk.nih.gov/msilk).

- Login with your mainframe (Titan) userid and password.
- Select the name of the server you wish to delete.
- At the Manage Server page, choose General Server Options.
- Then select the Delete Server button (you may have to scroll down). You will see a confirmation option before the server is deleted.

When you delete a customized SILK server, the associated data sets remain on the mainframe, until deleted.

Note: Only the **primary owner** of a server will see the Delete Server option.

If you do not know your Titan password, see FAQ 13.

25.   What if I have a Titan userid associated with my Helix account?

There are special considerations for userids that are associated with an active Helix account. If the Helix account remains active, you will not be able to delete the associated Titan userid at this time. Refer to the *Titan News* announcement *Help for Account Sponsors: Review and Manage Your Titan Accounts (and Userids)* (http://datacenter.cit.nih.gov/titannews/account_sponsor_help-2mar15.html).

26.   Where can I find more information about Titan?

- Titan Retirement website (http://silk.nih.gov/silk/titanretire)
- *Titan User's Guide* (http://publications.cit.nih.gov/category.asp?category=USGD)
- *Titan Batch Processing* manual (http://publications.cit.nih.gov/category.asp?category=I007)
- *Titan News*, an online mail facility, is the primary means CIT uses to communicate important announcements and changes with users of the Titan z/OS system. Join the NIH listserv list CIT-Titan-News through the NIH Listserv (https://list.nih.gov/). *Titan News* is also available on the web (http://datacenter.cit.nih.gov/titannews/).
- *Network Access to Titan* (http://publications.cit.nih.gov/category.asp?category=I005)
- Titan Help wiki (http://titanhelp.cit.nih.gov/) - a Titan userid is required)

NIH IT Service Desk (http://itservicedesk.nih.gov), 301-496-HELP, 866-319-4357 (toll free), 301-496-8294 (TTY)

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Additional FAQs for zLinux

1. **What will happen to my content/data on zLinux, after the Titan retirement date, if I don't do anything?**

All resources on the zLinux platform, including servers, wikis, blogs, and other content management systems (CMS) will be shut down and the data securely erased.

2. **I haven't logged in to my zLinux for years. How can I find out if I still have any content?**

Contact the NIH IT Service Desk and they will put you in touch with the zLinux team.

3. **I have never used the zLinux platform, but I may have "inherited" content from a former employee. How can I find out if I still have zLinux resources?**

Contact the NIH IT Service Desk and they will put you in touch with the zLinux team.

4. **What is the simplest way to delete servers, wikis, blogs, and any other CMS on the zLinux platform?**

Contact the NIH IT Service Desk and they will put you in touch with the zLinux team.

5. **I have a zLinux application that must be moved to another service provider. Can CIT help?**

We are currently in discussion with another federal agency concerning hosting Linux applications. Some of our former customers use WordPress.com[1] or Amazon Web Services to host WordPress sites at nominal fees. Please contact WordPress at http://WordPress.com or Amazon Web Service at https://aws.amazon.com/websites/ for more information.

6. **Will the zLinux team provide us with a copy of our current site?**

Yes. Contact the NIH IT Service Desk and they will put you in touch with the zLinux team who will provide a copy of your site and associated databases in the most common industry formats. i.e., zip, tar.gz, bzip, and others.

7. **If I delete a zLinux file, will a backup remain? For how long?**

CIT keeps data backups for 30 days.

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[1] Any reference to other non-NIH Internet sites is only for the convenience of web users. NIH is not responsible for the availability or content of these external sites, nor does NIH endorse, warrant or guarantee the products, services or information described or offered at these other Internet sites.

8. I really need to talk with a technical consultant, how can I make that request?

Contact the NIH IT Service Desk and they will put you in touch with the zLinux team.

9. What are some other sources of help for zLinux customers?

Be sure to subscribe to the CIT-ZLINUX-NEWS (https://list.nih.gov/cgi-bin/wa.exe?A0=cit-zlinux-news) email list to receive the latest system information. Or, visit the NIH Listserv website (https://list.nih.gov/) and search for the list.